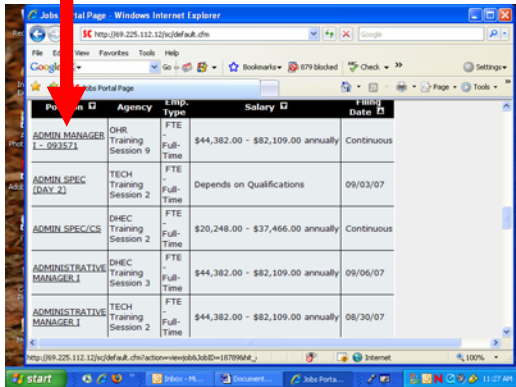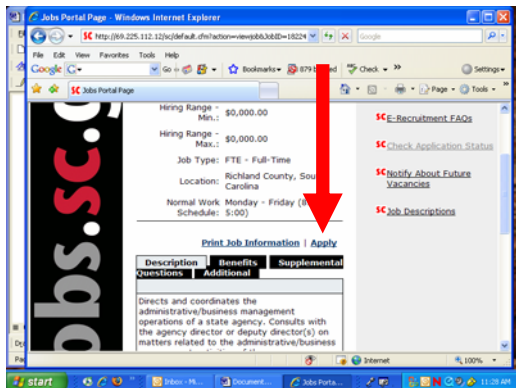# APPLICANT FREQUENTLY ASKED QUESTIONS

Where do I find the employment application?

1. Click on any job title from the Current Job Openings list to view the job announcement.

2. The link to the online application appears on each individual job announcement.

The application is designed to be completed while you are on line. It cannot be downloaded to your computer.

Do I have to use my Social Security number when I apply for a South Carolina state job?

You will not be required to provide your social security number in the agency-wide questions. However, some State Agencies do require the Social Security number and will request that you provide this information in the supplemental questions related to that job posting.

If I don't have an e-mail address, what can I do?

The e-mail address is a required part of the online application, but it is only used to send out a confirmation when you submit an application. Because the space on the application must be filled, we suggest you set up an e-mail account for free at one of the following websites: **www.msn.com**, **www.yahoo.com**

Should users of the NEOGOV system worry about confidential information being transmitted over the Internet?

Users can be confident that they are enjoying the same level of trust and security used by all of the Top 40 Web sites and Fortune 500 companies worldwide.

Is there a limit on the number of work history entries that an applicant can enter?

No, the system can accommodate virtually an unlimited number of entries to document an applicant's work history.

May I submit a résumé?

A completed online application allows you to attach a file or copy and paste information into a résumé section.

May I submit an application for future South Carolina state job openings or be notified when a state job opens in my field of interest?

South Carolina state agencies do not hold applications to review for future job openings. When an application is submitted, it is used for a particular job opening.

You may complete and save an application so it will be ready for you to submit when you do find one of our job openings in which you have an interest.

You may also **request e-mail notification** from the main jobs page by selecting a job category in which you may be interested in applying for a job. When a job is posted in that particular category, you will be sent an email to let you know of that posting, and you can then apply for that position.

What are supplemental questions and how do I submit my answers to these?
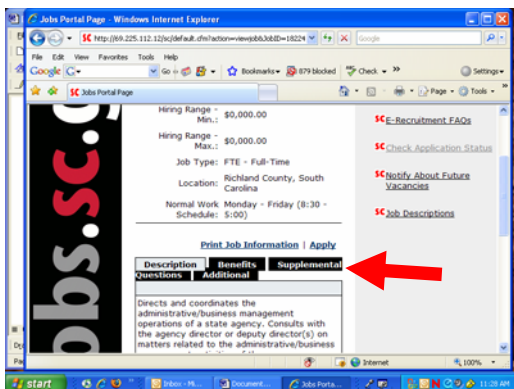
On each job posting you will see a tab marked "Supplemental Questions." If questions appear in this section they will also appear for you to answer on the online application for the position. These questions are used to receive specific job related information from you. Not all job postings require supplemental questions.

You may wish to compose your detailed answers to these questions before you begin completing the application. You may copy and paste your answers to the questions into the online application.

How do closing dates work? What if the closing date is listed as "Continuous"?

The online system will allow you to submit an application until the closing date and time on the job posting. If you are in the process of applying for a position that is about to close, the system will notify you of the time remaining to complete the application. If you do not finish the application by the closing time, the job posting will be automatically closed and your application will not be submitted

Positions which have "Continuous" listed as the closing date will be open to applications until all positions have been filled.

After I have submitted my application, what happens next?

If your online application has been successfully submitted, you will receive a confirmation e-mail immediately. You will also see the confirmation message on your PC screen. If you are selected for an interview, you will be contacted by the hiring department.

How can applicants check their application status?

You can check your application status from the main webpage by clicking on the Applicant Status option on the right side of the screen.

What benefits does South Carolina offer employees?

- For details about benefits, go to the following websites:

- **Workplace Benefits**

- **Healthcare Benefits**

- **Retirement Benefits**

If I have questions about job postings and the application process, what should I do?

For questions about specific job postings, contact the hiring agency at the contact information provided on the job posting. For questions about the application process, contact 803-734-9080 or 803-737-0900.

What if I do not have a computer or I don't have computer skills?

If you know how to use a computer but don't have access to one you may:

- Visit the Employment Security Commission Office located in your county and use one of its public access computers

- Use a public access computer at any Public Library.

If you cannot use computers, you may telephone 803-734-9080 for assistance.

Why does the system not allow a resume to be attached when it was done in Microsoft Word 2007 (.docx)?

Currently, Microsoft Word 2007 documents are not supported by the system. Applicants should convert the newer version into an older version of Word in order to attach a resume.

What if applicants want to make a change to their application after they have submitted it online?

Applicants may login and update their master profile at anytime. However, the changes on the application are not made viewable to the state agency. Applicants should directly contact the agency's human resources office where they are seeking employment and ask the agency to make the necessary changes to their application.

Can I submit a paper application?

South Carolina now recruits applicants using a web-based recruitment system and encourages all applicants to submit their application online. If you choose not to apply on-line, you may download the application at **www.ohr.sc.gov** or visit/contact:

Office of Human Resources
1401 Senate Street
Columbia, SC 29201
803-734-9080